

Louisiana Long-term Care Real Choice  
Systems Transformation Grant

**First Annual Workgroup Formative Evaluation Report  
Grant Year 2**

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## **Survey Results from the First Annual Workgroup Formative Evaluation May 2008**

The purpose of this report is to summarize the findings from the first annual workgroup formative evaluation for the implementation phase of the Louisiana Real Choice Systems Transformation Grant. This evaluation was conducted to help improve the grant implementation process as necessary, based on the process strengths and weaknesses assessed by the workgroup members. Following a brief discussion of the evaluation methods, this report presents the survey results and describes limitations and conclusions.

### **I. Methods**

In collaboration with the Systems Transformation Grant staff, the Tulane University grant evaluation team developed a 72-item questionnaire that contained open and close ended questions. The questionnaire (Appendix 1) was designed to capture information about the strengths and weaknesses of workgroup and sub-workgroup processes, overall perceptions about the ability to achieve grant objectives, and satisfaction with grant staff, contractors, and the evaluation team.

The survey was entered into the online Vovici survey system, and skip patterns were programmed into the survey such that respondents would only be asked questions appropriate to the workgroups and subgroups in which they participate. With the exception of the initial screening question on workgroup participation, no other questions were required of respondents—meaning that variation could exist in the number of responses between items for each specific workgroup or subgroup.

This survey's workgroup and sub-workgroup questions were directed only to the quality management and housing goals of the grant, because these are the goal areas in which the most grant work was focused during the first year of implementation. Thus respondents who participated only in the Information Technology and/or Consumer Inclusion groups were not asked about workgroup participation, but were queried as to their overall perceptions about the ability to achieve grant objectives and their satisfaction with grant staff and the evaluation team.

Grant staff and workgroup leadership compiled contact information for participants in the housing (119 individuals), quality management (60 individuals), and information technology (6 individuals) workgroups. These lists lacked information about participation in subgroups. Because individuals may have participated in more than one workgroup area, some names appeared on multiple lists (e.g., housing and quality management). Thus, after the lists were merged, 164 unique individuals received invitations to participate in the survey.

On May 9, 2008, the first invitation was sent via email to all 164 potential respondents. Two reminder emails were sent (May 15 and May 23) to individuals who had not completed the survey at each time. In addition, the grant director sent an email to potential recipients explaining the purpose of the evaluation and encouraging their participation. After two weeks in the field, the survey was closed to completion on May 23.

Responses to the survey were strictly anonymous. In the following results section the male pronoun is used to describe a respondent's view only for purposes of readability and flow, not as an indication of identity.

## II. Results

### A. Response Rate

Of the 164 individuals invited to complete the survey, 43 responded (26% response rate). Respondents were asked to identify all of the core workgroups and subgroups in which they had participated during the first year of implementation. Table 1 shows the distribution of respondents across the core workgroups and subgroups, as well as response rates for the workgroups where a calculation was possible based on knowledge of the number of invited participants.

**Table 1: Number of Respondents in Workgroups and Subgroups**

Workgroup/Subgroup	Invited (Number)	Responded (Number)	Response Rate
<b>Quality Management Workgroup</b>	60	20	33%
QM Leadership Workgroup	--	13	
DHH QM Interagency Team	--	4	
OAAS QM Steering Group	--	5	
Health Indicators Workgroup	--	1	
Waitlist Indicators Workgroup	--	0	
Support Coordination Monitoring Workgroup	--	5	
Licensing Workgroup	--	1	
Other <sup>a</sup>		1	
<b>Housing Workgroup</b>	119	18	15%
LAHousingSearch Advisory Group	--	4	
Adult Residential Care (ARC) Group	--	5	
Community Housing Advocacy Networks (CHANS)	--	10	
Overall Housing Advisory Group	--	10	
<b>Information Technology</b>	6	4	66%
<b>Consumer Inclusion</b>	--	2	
<b>Other<sup>b</sup></b>	--	3	

<sup>a</sup> MFP Rebalancing Demonstration.

<sup>b</sup> Executive Management Workgroup (2) and Don't Know (1)

**Note:** Subgroup numbers may not equal the number of respondents from each core area, as individuals may have participated in more than one subgroup.

## B. Quality Management

For each Quality Management (QM) subgroup that an individual reported participating in, the survey requested information on: (1) satisfaction with the number of group meetings, measured on a 5-point likert scale (Strongly Agree-Strongly Disagree); (2) perceptions about viewpoint being heard, being valued as a member, comfort with being a member, satisfaction with progress, and group effectiveness, measured on a 5-point likert scale (Always-Never); and (3) suggestions for improvements, measured in an open-ended question. The sections below detail the feedback for each subgroup, except the Waitlist Indicators Workgroup, which had no respondents. For open-ended items with more than three responses, a table of responses is provided in addition to a summary of responses.

***QM Leadership Workgroup.*** As seen in Table 2 (pg. 4), of the 13 individuals who responded, satisfaction with the number of meetings being held was high (9 strongly agreed or agreed that they were satisfied). Most (12 individuals) reported that their viewpoint was heard always or often, they were considered a valued group member always or often, and they were comfortable being a group member always or often. Ten individuals reported that they were always or often satisfied with group progress. Ten individuals also reported that the group always or often was effective in achieving its goals to date.

When asked for suggestions about improvements to the QM Leadership Workgroup, the majority of responses reflected a need to convey more information to workgroup members. Suggested strategies included longer meeting times, meetings scheduled at shorter intervals, scheduled email updates, and more discussion opportunities for stakeholders at meetings. All responses are located in Table 3.

**Table 3: QM Leadership Workgroup Suggestions**

I believe it is on track to achieve the goals.
I am not sure. There is too much participation by DHH staff and not enough input from the stakeholders.
Perhaps longer meeting times. It sometimes feels as if we don't have enough time for discussion. Overall very pleased with process.
Have meetings scheduled a little closer together. This is a complex task and it is difficult to re-orient oneself at each meeting
Maybe a bit more discussion.
Email updates at scheduled intervals

***DHH QM Interagency Team.*** When asked about satisfaction with the number of subgroup meetings held, 1 individual strongly agreed that he was satisfied, 1 agreed, and 2 were neutral. All four respondents indicated that, always or often, their viewpoint was heard, they were considered a valued group member, and they were comfortable being a group member. One respondent was always satisfied with group processes, 2 were often satisfied, and 1 was sometimes satisfied. Regarding effectiveness of the subgroup in achieving its goals to date, 3 believe this happened often and 1 reported it occurred sometimes. No respondents provided suggestions for improvements to this workgroup.

**Table 2: Feedback on Quality Management Subgroups**

	QM Leadership Workgroup	DHH QM Interagency Team	OAAS QM Steering Group	Health Indicators Workgroup	Support Coordination Monitoring Workgroup	Licensing Workgroup
Satisfied with number of meetings						
Strongly Agree	3	1	1	0	0	0
Agree	6	1	4	0	3	1
Neutral	4	2	0	1	1	0
Disagree	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0
Viewpoint is heard						
Always	8	2	3	0	3	0
Often	4	2	2	0	1	1
Sometimes	1	0	0	1	1	0
Rarely	0	0	0	0	0	0
Viewed as valued member						
Always	8	2	4	0	3	0
Often	4	2	1	1	2	1
Sometimes	1	0	0	0	0	0
Rarely	0	0	0	0	0	0
Comfortable with the group						
Always	8	2	3	0	3	0
Often	4	2	2	1	2	1
Sometimes	0	0	0	0	0	0
Rarely	1	0	0	0	0	0
Satisfied with group's progress						
Always	7	1	2	0	1	0
Often	3	2	2	1	1	1
Sometimes	2	1	1	0	3	0
Rarely	1	0	0	0	0	0
Group effective in achieving goals to date						
Always	9	0	3	0	1	0
Often	1	3	2	1	1	1
Sometimes	2	1	0	0	3	0
Rarely	1	0	0	0	0	0

**Note:** The five likert scale items measuring frequency were asked on a five point scale (Always – Never). No individuals chose “Never,” so this category has been omitted from the table. Due to incomplete survey responses, the response tally may correspond between items or with number of respondents reported in Table 1.

***OAAS QM Steering Group.*** All five respondents strongly agreed or agreed that they were satisfied with the number of meetings held. All five also reported that, often or always, their viewpoint was heard, they were considered a valued group member, they were comfortable being a group member, and the group was effective in achieving its goals to date. Regarding satisfaction with group processes, 2 were always satisfied, 2 were often satisfied, and 1 was sometimes satisfied.

Two individuals provided feedback about what the subgroup could do to improve its performance. One individual suggested more consistent participation of stakeholders. The other suggested holding teleconferences in place of some meetings.

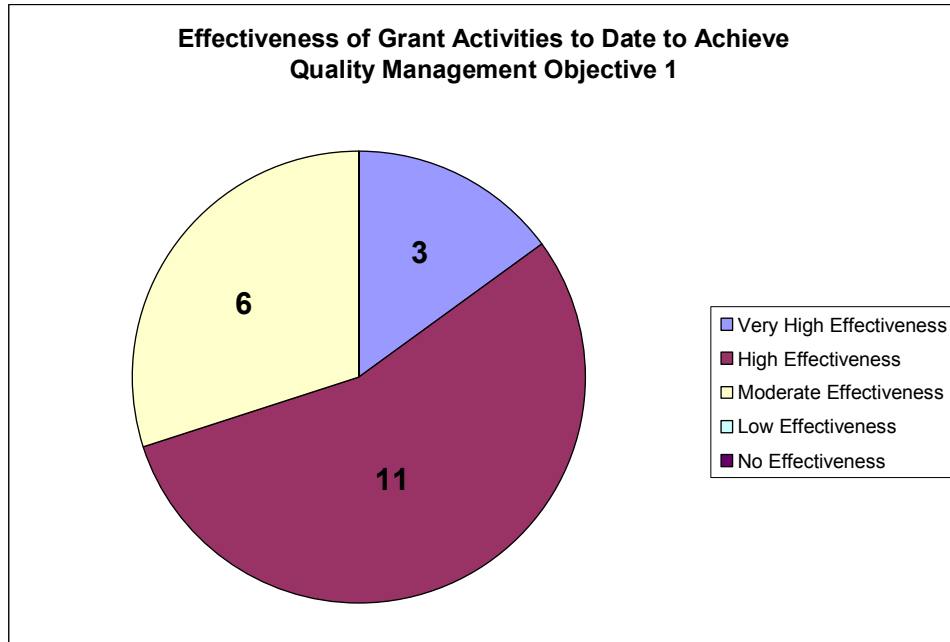
***Health Indicators Workgroup.*** The one subgroup respondent was neutral about whether he was satisfied with the number of meetings held. This individual also reported that his viewpoint was heard sometimes. He reported that “often”: he was considered a valued group member, he was comfortable being a group member, he was satisfied with group processes, and the group was effective. This respondent did not provide suggestions for improvements to the workgroup.

***Support Coordination Monitoring Workgroup.*** When asked about whether they were satisfied with the number of subgroup meetings held, 3 subgroup members agreed, 1 was neutral, and 1 did not answer this question. All respondents indicated that their viewpoints were heard often or always, they are considered valued group members often or always, and they were comfortable being a group member often or always. However, ratings of satisfaction with group processes and the effectiveness of the group in achieving its goals tended to be lower, with 3 respondents reporting that these things happened “sometimes.” One individual provided commented on the timeline delays that the group has experienced due to varying priorities among participating agencies; however, no suggestions for improvement were provided.

***Licensing Workgroup.*** The one respondent agreed that he was satisfied with the number of meetings held. He reported generally positive perceptions about group processes, his membership and value in the group, and the effectiveness of the group. This respondent did not provide suggestions for improvements to the workgroup.

**Effectiveness Achieving Objectives.** All QM workgroup participants were asked to evaluate the effectiveness of grant activities to date in achieving the grant's three core quality management objectives and barriers to achieving the objectives. Overall, respondents indicated that the grant had relatively high effectiveness to date.

- (1) **"Develop and implement a comprehensive quality management strategy, consistent with the state's transformation of its long-term support system."** Of the 20 respondents to this item, 14 reported very high or high effectiveness to date in achieving this objective. Six individuals reported that the grant had moderate effectiveness to date in achieving this objective.



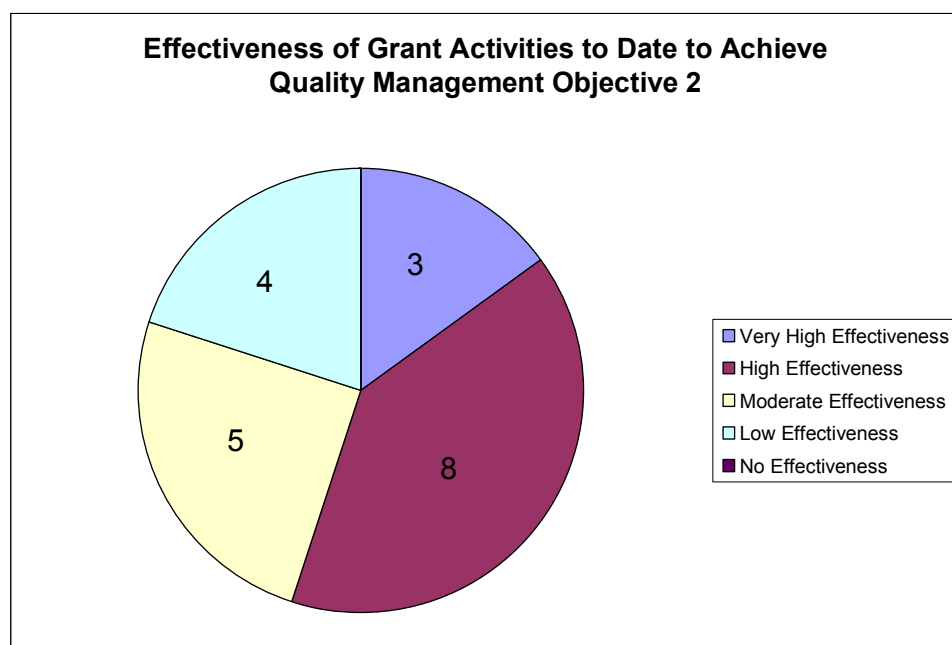
Respondents offered many barriers preventing the achievement of Objective 1 (Table 4). Some of these reasons included changes in administration (2 responses), the length of time it takes to see change (2 responses), the size and composure of the quality management workgroup, and the bureaucratic norms and agendas within participating organizations.

**Table 4: Barriers Preventing Achievement of QM Objective 1**

People involved with the workgroup have many other job tasks to perform and makes it difficult to see achievements and quickly as we would like.
Need more time.
With so many initiatives, the quality initiatives and others, it is hard to accomplish everything.
Changing leadership. Reliability of information from the elderly consumer who may be cognitively impaired.
The byzantine systems that are in place; overcoming the bureaucratic "norms"; people do not like change.
Differences in agency priorities/perspectives; some based on population issues and lots of barriers identified with concerns about staff ability to carry out necessary actions to collect information about quality management.
The lack of a uniform information technology system within the Department is a major barrier in being able to share and disseminate information to all parties.
The time to meet, identify the issues and seek solutions. Sometimes we might need outside help.
Constant changes in administration.
Too many different structures/agencies with different agendas or things they want to look at only for the populations they serve.
Shortage of resources – time, people, and money
Group is too big.
It just takes a lot of time to see progress.
The legislature's commitment/political will.

- (2) **“Develop and routinely disseminate quality management reports to key entities and other stakeholders, including but not limited to state and local agencies, participants, families, and other interested parties, and the public.”**

Most of the 20 respondents reported that grant activities had very high or high effectiveness to date in achieving this objective. Five reported moderate effectiveness, and four reported low effectiveness.

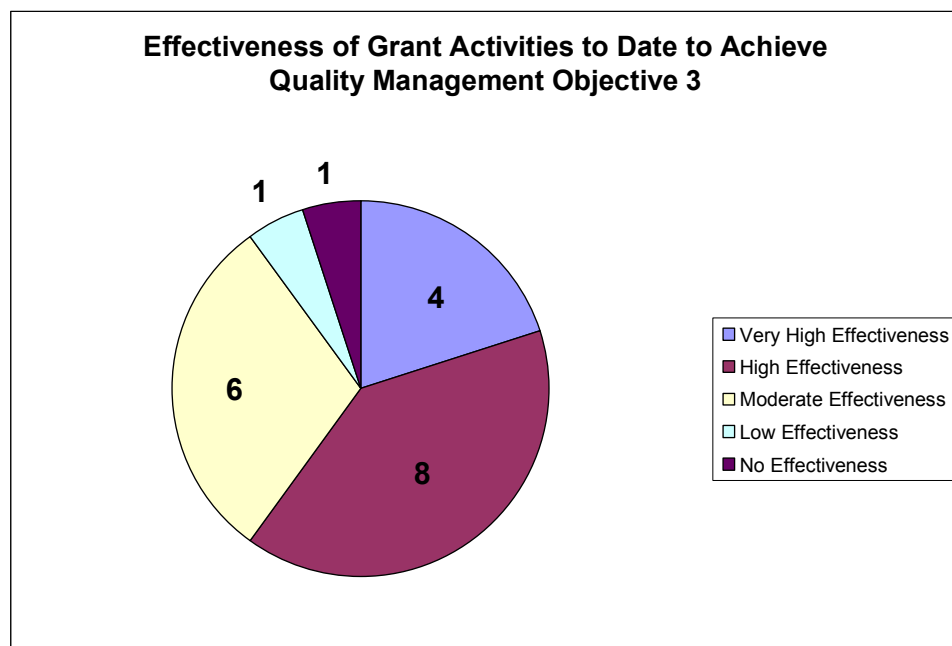


Respondents listed numerous barriers preventing the achievement of Objective 2 (Table 5). Some of these reasons included inadequate information technology systems to share data (3 responses), time constraints (3 responses), and a lack of full cooperation from participants (2 responses).

**Table 5: Barriers Preventing Achievement of QM Objective 2**

The lack of a uniform information technology system within the Department is a major barrier in being able to share and disseminate information to all parties.
More time.
Multiple inadequate data systems. Much of the data is not easily accessible.
Definitions for consistent data collection for comparison
Getting those receiving reports and information to give their reviews the required time to do a thorough and thoughtful analysis.
The time to meet and develop the reports, receive feedback from the field staff and make the changes based on their comments.
One major barrier I potentially see is the cooperation of all parties involved.
This objective doesn't seem to be important enough.
The lack of an efficient and effective way of collecting the data
Lack of efficient electronic system that will collect data and generate reports
We haven't reached this stage yet.
Materials presented in a way that compels people to use the information. Also the group is diverse and materials will need to be retooled for different target audiences.

- (3) **“Use integrated systems to monitor the quality of services rendered.”** While most of the 20 respondents reported very high or effectiveness of grant activities to date to achieve this objective, 6 reported moderate effectiveness, and 1 reported low effectiveness. Further, one responded that, to date, grant activities were completely ineffective in achieving this objective.



Respondents listed numerous barriers preventing the achievement of Objective 3 (Table 6). Some of these reasons included time shortages (4 responses), inadequate information technology systems to share data (2 responses), silos in organizations (2 responses), and poor communication across organizations.

**Table 6: Barriers Preventing Achievement of QM Objective 3**

The development of a system that crosses and meets requirements of all entities involved.
Breaking down silos; data systems that are relational - that can speak to one another.
Translatability of data between systems
Trying to get the entities involved to meld and form a uniform system.
A potential barrier is time. I believe it will take a great deal of time to implement this objective.
Do not have the tools or know the people to work with to achieve an integrated system.
Lack of efficient electronic system that will collect data and generate reports along with shortage of resources (time & people)
It is difficult to have integrated systems when the agencies are still silos.
The lack of a uniform information technology system within the Department is a major barrier in being able to share and disseminate information to all parties.
There is poor communication as to what the other agencies are doing.
Buying in
More time.
Expense of a system sophisticated enough to handle the large amounts of data needed.

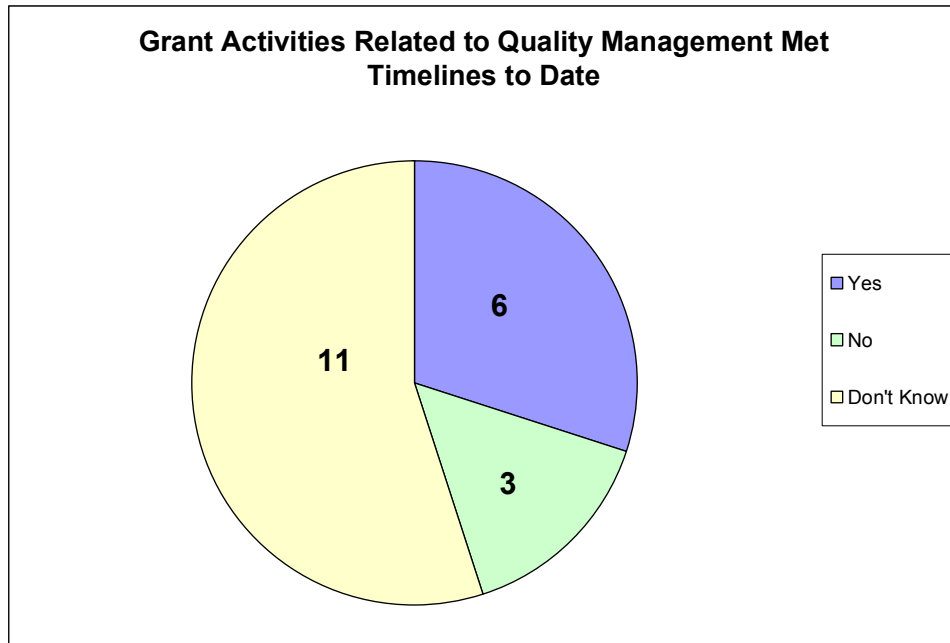
***Strategies to Achieve Objectives.*** Respondents were asked whether the grant was pursuing the right strategies to achieve the quality management objectives. Of the 19 respondents to this item, 18 said the grant was pursuing the right strategies. The one individual who reported that the grant was not pursuing the right strategies suggested more communication about what the other agencies are doing and more stakeholder input.

***Satisfaction with Contractors.*** All respondents were asked to rate their level of satisfaction with the performance of the quality management contractors (June Rowe and Val Bradley of Human Services Research Institute [HSRI] and Julie Fralich and Maureen Booth of Muskie School, University of Southern Maine) in helping the workgroups achieve their objectives. Overall, satisfaction was high. Of 20 respondents, 17 were very satisfied or satisfied with their performance, and 3 were neutral.

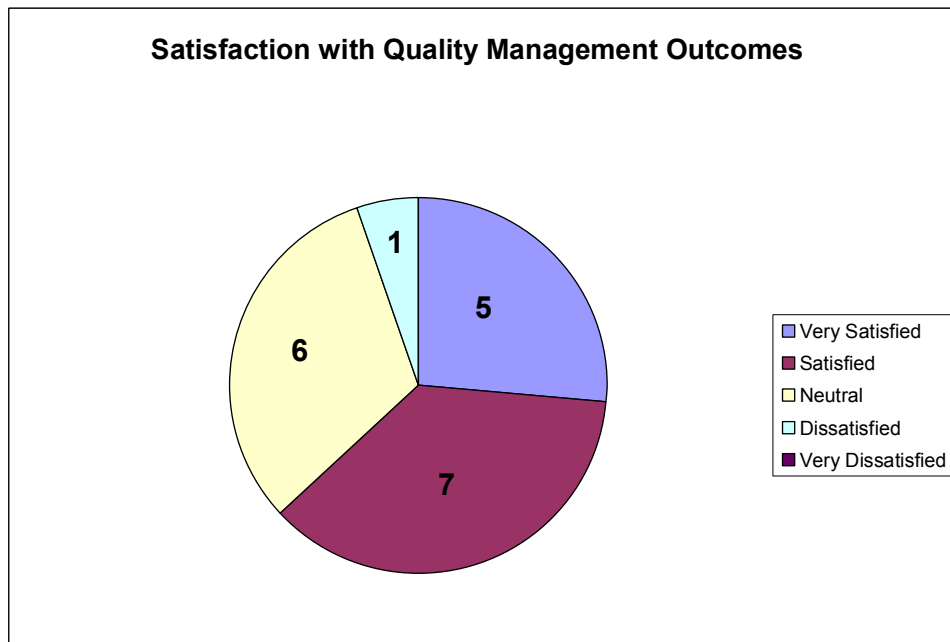
Several respondents provided specific feedback about how the quality management contractors' performance could be improved. One recommended that the contractors work more one-on-one with certain members of the quality management workgroups, rather than interacting generally with the entire workgroup. Another encouraged more frequent meetings with the contractors so that the information they relay is easier to remember. Additionally, respondents were asked whether the quality management consultants should be brought in more often, less often, or the same amount. Of 18 respondents on this item, 13 reported that the consultants were being brought in at the correct amount. Five indicated that they should be brought in more often.

Respondents were also asked to rate their satisfaction with the performance of the quality management data analysis contractor (Mandi Jones). Overall, satisfaction was high. Of 20 respondents, 5 were very satisfied and 5 were satisfied with her performance. Six were neutral. Four indicated that they were unable to judge.

***Grant Timelines.*** Most respondents (11 individuals) did not know whether grant activities related to quality management had met timelines to date. Six respondents said that timelines were being met, and three said they were not being met. Reasons given for failure to meet timelines included busy schedules among workgroup participants, an overly ambitious schedule, and programmatic area changes.



***Satisfaction with Outcomes.*** Respondents highly rated their satisfaction with the outcomes to date of the quality management workgroups. Of 19 respondents, 12 were very satisfied or satisfied. Six were neutral. One reported dissatisfaction with the outcomes to date.



## C. Housing

For each Housing subgroup that an individual reported participating in, the survey requested information on: (1) satisfaction with the number of group meetings, measured on a 5-point likert scale (Strongly Agree-Strongly Disagree); (2) perceptions about viewpoint being heard, being valued as a member, comfort with being a member, satisfaction with progress, and group effectiveness, measured on a 5-point likert scale (Always-Never); and (3) suggestions for improvements, measured in an open-ended question. The sections below detail the feedback for each subgroup. For open-ended items with more than three responses, a table of responses is provided in addition to a summary of responses.

***LAHousingSearch Advisory Group.*** As seen in Table 7 (pg. 13), all four respondents strongly agreed or agreed that they were satisfied with the number of subgroup meetings held. Three said their viewpoint was always heard, while one reported that his viewpoint was sometimes heard. Three reported that they were always viewed as valued group members, while one said he was sometimes considered a valued group member. Similarly, most respondents (3) were always comfortable being a member of the group, and one was sometimes comfortable. Though 3 were always satisfied with group progress, 1 was rarely satisfied. And, 3 reported that the group was always or often effective in achieving its goals to date.

Three individuals provided specific feedback to ways the group could be improved. One suggested inviting a presenter from HUD/DHAP to discuss that program and single-family dwelling availability post-Katrina. Another individual suggested including the groups served as equal partners in the workgroup. And, one individual recommended that the group communicate more with participants, even via email.

***Adult Residential Care (ARC) Group.*** All four respondents agreed that they were satisfied with the number of meetings held for this group. All also reported that always or often their viewpoints were heard, they were viewed as valued group members, and they were comfortable being part of the group. Though the majority reported always or often being satisfied with group progress, one was only sometimes satisfied. Similarly, 4 reported that the group was always or often effective in achieving its goals to date, while 1 said this occurred sometimes.

Two individuals provided specific feedback on ways in which the group could be improved. One suggested increasing the amount of advocacy and developer input. The other reported that the process simply seems to be progressing very slowly—implying that speeding up the process would be an improvement.

**Table 7: Feedback on Housing Subgroups**

	LAHousingSearch Advisory Group	Adult Residential Care (ARC) Group	Community Housing Advocacy Networks (CHANs)	Overall Housing Advisory Group
Satisfied with number of meetings				
Strongly Agree	1	0	3	2
Agree	3	4	3	7
Neutral	0	0	3	0
Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
Viewpoint is heard				
Always	3	3	5	5
Often	0	2	4	3
Sometimes	1	0	1	1
Rarely	0	0	0	0
Viewed as valued member				
Always	3	1	6	6
Often	0	4	3	2
Sometimes	1	0	1	0
Rarely	0	0	0	1
Comfortable with the group				
Always	3	5	6	6
Often	0	0	2	3
Sometimes	1	0	2	0
Rarely	0	0	0	0
Satisfied with group's progress				
Always	3	2	3	4
Often	0	2	4	3
Sometimes	0	1	3	2
Rarely	1	0	0	0
Group effective in achieving goals to date				
Always	2	2	2	4
Often	1	2	3	4
Sometimes	1	1	4	1
Rarely	0	0	0	0

**Note:** The five likert scale items measuring frequency were asked on a five point scale (Always – Never). No individuals chose “Never,” so this category has been omitted from the table. Due to incomplete survey responses, the response tally may not correspond between items or with number of respondents reported in Table 1.

***Community Housing Advocacy Networks (CHANs).*** Of nine respondents, 6 strongly agreed or agreed that they were satisfied with the number of group meetings held, while 3 were neutral. The majority of respondents reported always or often their viewpoints were heard, they were viewed as valued group members, and they were comfortable being part of the group. Though the majority reported always or often being satisfied with group progress, 3 were only sometimes satisfied. Similarly, 3 said the group was only sometimes effective in achieving its goals to date.

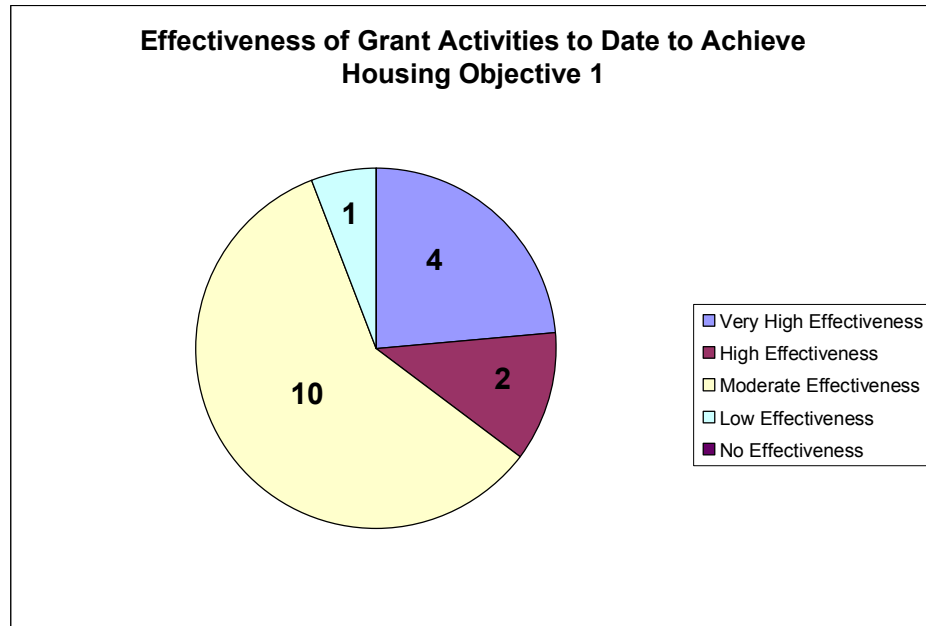
Two individuals provided specific feedback on ways in which the group could be improved. One individual suggested a website for the group, and another recommended that the group increase its activity. In addition, one stated that because the Capital area CHAN was beginning to become more organized, improvements would naturally occur.

***Overall Housing Advisory Group.*** All 9 respondents agreed or strongly agreed that they were satisfied with the number of group meetings held. The majority of respondents reported that always or often their viewpoints were heard, they were viewed as valued group members, they were comfortable being part of the group, they were satisfied with group progress, and the group was effective in achieving its goals to date. One individual suggested that the group could be improved if DHH could offer grants to promote housing development.

***Effectiveness Achieving Objectives.*** All Housing workgroup participants were asked to evaluate the effectiveness of grant activities to date in achieving the grant's three core housing objectives and barriers to achieving objectives. Overall, most respondents indicated that the grant had moderate or low effectiveness to date.

**(1) "Improve the coordination of long-term supports with affordable housing."**

Of the 17 respondents to this item, 6 reported very high or high effectiveness to date in achieving this objective. Ten individuals reported that the grant had moderate effectiveness to date in achieving this objective, and 1 said the grant activities to date had low effectiveness to achieve this objective.

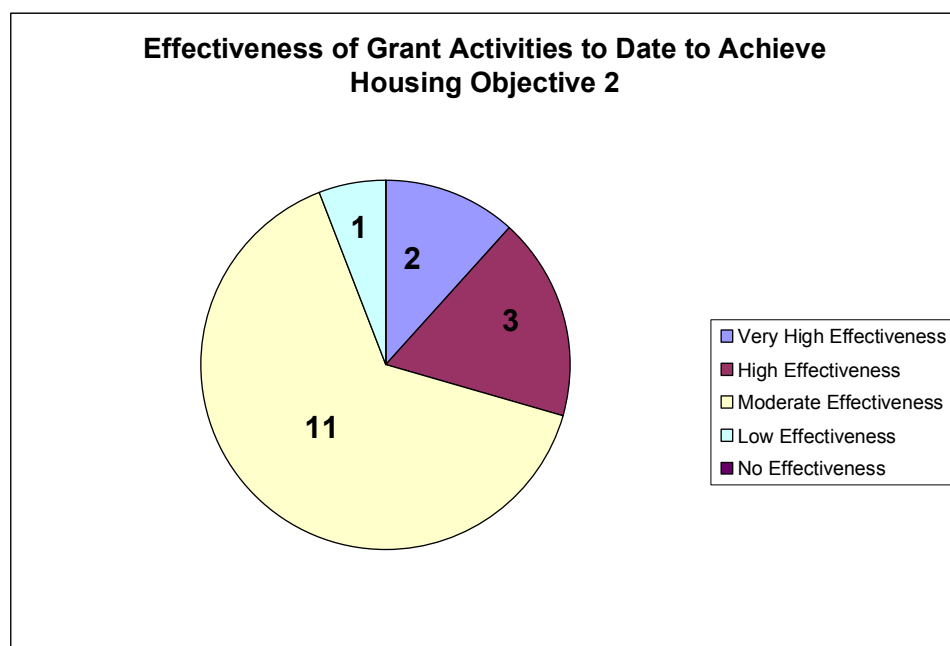


Respondents reported numerous barriers to achieving Housing Objective 1 (Table 8). These included a lack of affordable housing (6 responses), low funding in support of housing (4 responses), and communication deficits.

**Table 8: Barriers Preventing Achievement of Housing Objective 1**

Lack of affordable housing
Uncertainty about budgets, both state and federal level.
I know there are barriers - but they are difficult to identify because when something is identified that would be good to do and then it doesn't get done we never know why.
It's probably just me, but I am not real clear how people will apply and get permanent supportive housing slots, vouchers
The provision of more than just one or two types of affordable housing for seniors
Housing programs do not normally include programmatic funding for services.
Lack of affordable housing
Major barrier is mental health implementation of the transformation grant.
Lack of affordable housing because of hurricanes.
Funding for supports is primarily for the DD and frail elderly populations. There is not anything for people with SMI.
Affordable/accessible/safe housing
Funding of supports and of housing
Communication
Limitations in community resources to consumers. We are a rural parish and agencies have guidelines and those people who have limitations but do not meet criteria have very limited resources available to them.
Long-term supports are available; need to increase affordable housing throughout the state or tenant-based or project based assistance.

- (2) **"Increase the capacity of affordable and accessible housing."** Of the 17 respondents to this item, 5 reported very high or high effectiveness to date in achieving this objective. There were 11 individuals who reported that the grant had moderate effectiveness to date in achieving this objective, and 1 said the grant activities to date had low effectiveness to achieve this objective.

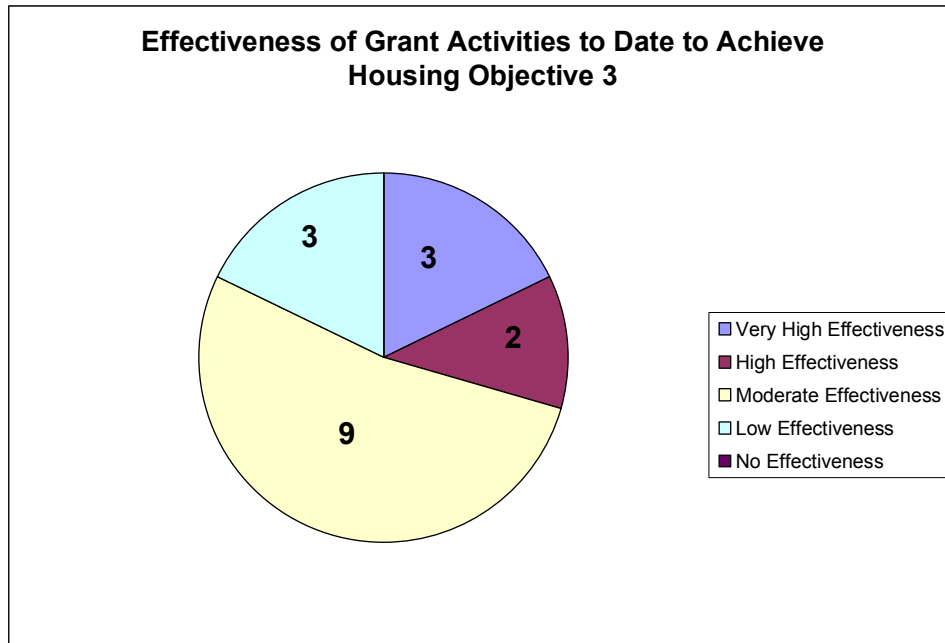


Many respondents suggested barriers to achievement of Housing Objective 2 (Table 9). Responses included lack of funding for housing (3 responses), reduced affordability (3 responses) and a lack of housing.

**Table 9: Barriers Preventing Achievement of Housing Objective 2**

Poor salary to afford housing
Market pressures to build the most profitable edifices, and the depressed mortgage market
Property and Construction costs. I believe more small businesses and individuals would venture into the housing business with some financial incentive to offset property and construction costs. Tax credits are great for large corporations bidding for
The increased cost of Post-K labor and materials has been passed on to renters in the form of increased rents.
Affordability, our populations generally come with 30% of AMI.
Lack of federal rent subsidy vouchers
Many property owners not interested in serving people with disabilities and neighborhoods not wanting housing in their area.
Capacity isn't the issue as much as rental assistance. Rental assistance would make tax credit units more accessible.
Need for appropriate policy
So many seniors need additional assistance with their ADLs, but presently, all they have as far as housing is nursing homes and they can't afford assisted living or private caregivers and the nursing home organization is very resistive to AL
Limited funds to increase the capacity
Funding
Funding; further education of developers and public officials needed
Lack of housing
Transformation implementation must include mental health transformation.
Katrina

- (3) **"Increase access to affordable housing with long-term supports."** Of the 17 respondents to this item, 5 reported very high or high effectiveness to date in achieving this objective. There were 9 individuals who reported that the grant had moderate effectiveness to date in achieving this objective, and 3 said the grant activities to date had low effectiveness to achieve this objective.



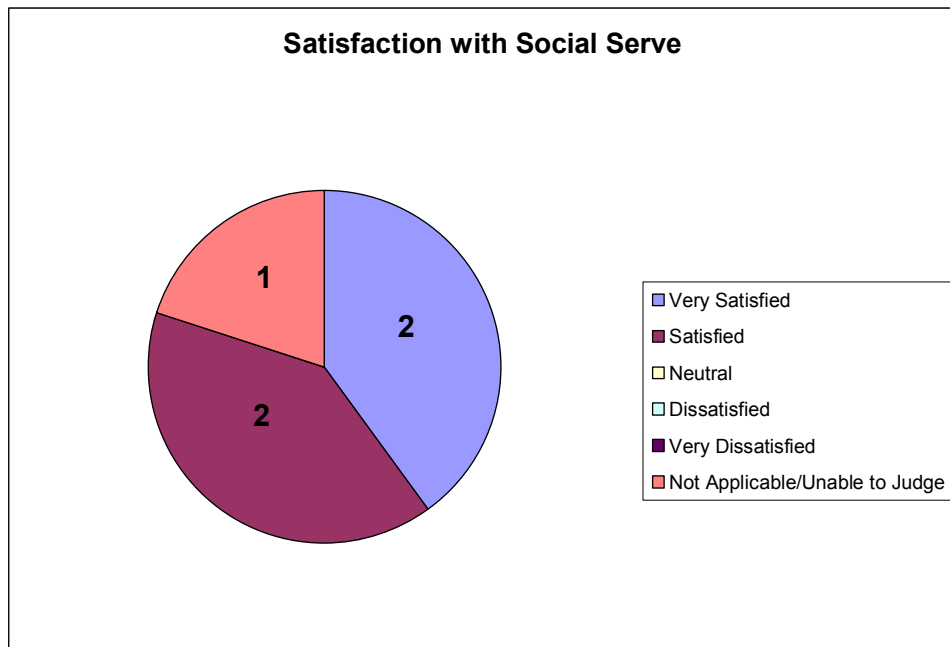
Many respondents suggested barriers to achievement of Housing Objective 3 (Table 10). Responses included lack of funding for housing (4 responses), lack of affordable housing (3 responses) and reduced willingness on the part of property providers.

**Table 10: Barriers Preventing Achievement of Housing Objective 3**

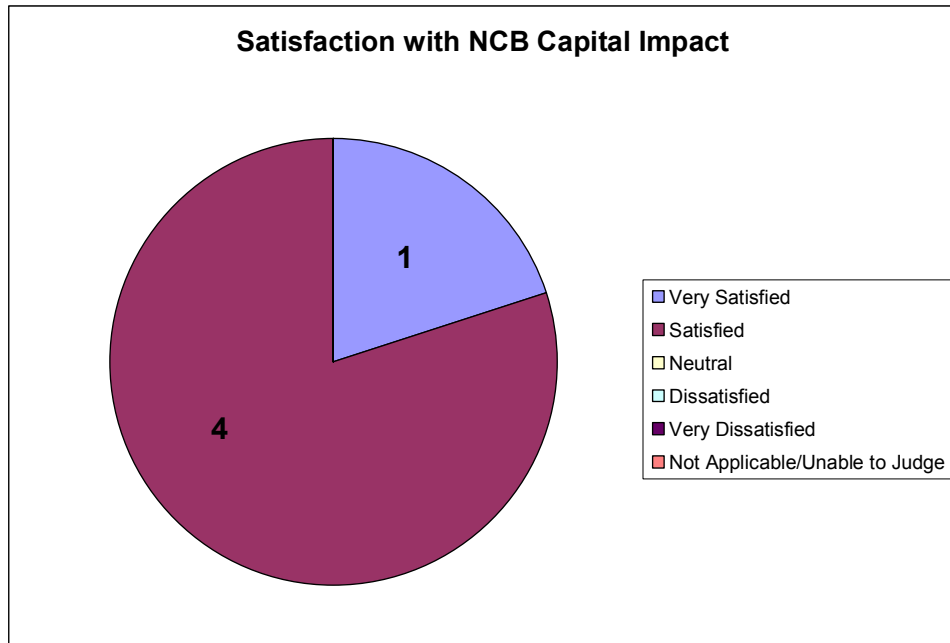
Lack of federal dollars
Education of the community and housing providers
Access is fine. The problem is the acute shortage of affordable housing for low income people with disabilities.
Poverty - High rent prices - even with section 8 vouchers etc. still make it hard for people on fixed and limited incomes.
Many property owners not interested in serving people with disabilities and neighborhoods not wanting housing in their area.
Many of the clients served are extremely low income families. If progress isn't made in rental assistance all other efforts are futile.
Need for appropriate policy
So many seniors need additional assistance with their ADLs; all they have as far as housing is nursing homes and they can't afford assisted living or private caregivers and the nursing home organization is very resistive to AL
Limited funds to increase the capacity
Limited housing and government "red tape"
Mental health inclusion
Perseverance and the funds to back a long term initiative.
Difficult to get housing costs low enough
Funding for PSH; willingness of public officials

**Strategies to Achieve Objectives.** Respondents were asked whether the grant was pursuing the right strategies to achieve the housing objectives. All 17 respondents said the grant was pursuing the right strategies.

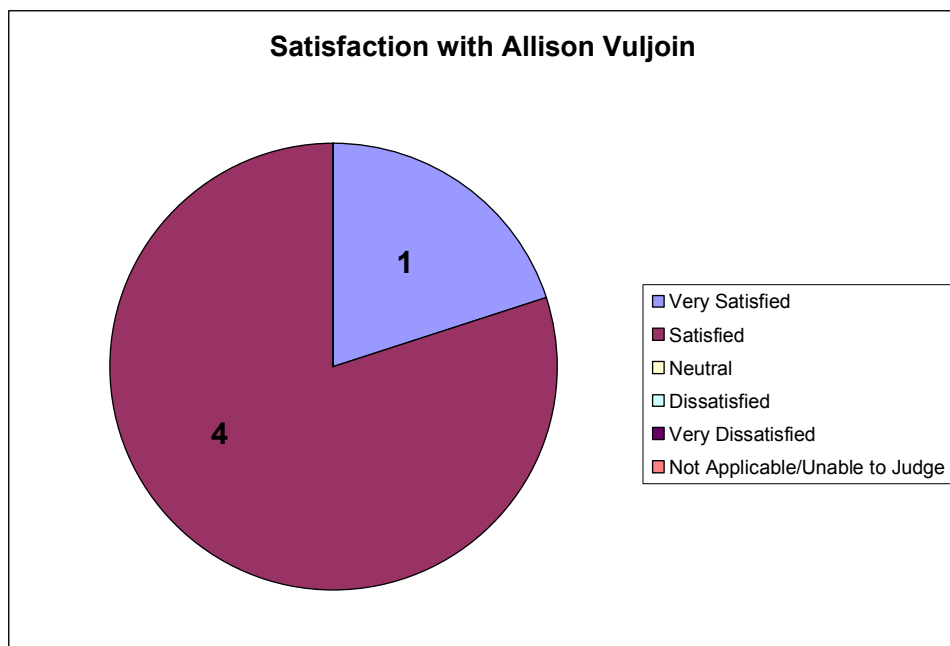
**Satisfaction with Contractors.** Questions about satisfaction with contractors were targeted to the specific workgroups interacting with each contractor. Respondents from the LAHousingSearch Advisory Group were asked to rate their satisfaction with the performance of Social Serve, the contractor providing the LAHousingSearch website service. Four of five respondents were very satisfied or satisfied with Social Serve, and one respondent reported being unable to judge the contractor. No specific feedback was given regarding how to improve the performance of Social Serve.



Respondents in the Adult Residential Care (ARC) Workgroup were asked to rate their satisfaction with the performance of NCB Capital Impact. All five respondents were very satisfied or satisfied with NCB Capital Impact. Two respondents offered suggestions for how the performance of the consultant could be improved. One suggested increasing advocacy. The other suggested that, though NCB Capital Impact provides substantial information about residential care options that are available, the agency could provide more detailed info about how to progress in certain directions.



In addition, respondents in the Adult Residential Care (ARC) Workgroup were asked to rate their satisfaction with the performance of Allison Vuljoin. All five respondents were very satisfied or satisfied. One provided specific feedback on how Ms. Vuljoin's performance could be improved, suggesting more timely notice of meetings and proposal recommendations for review.



***Satisfaction with Grant Housing Staff.*** Of 18 respondents, all who were able to answer felt very satisfied or satisfied with the performance of Tammy LeBlanc in helping the housing workgroups achieve their objectives. One individual was unable to judge Ms. LeBlanc’s performance.

Some respondents offered suggestions as to how Ms. LeBlanc’s performance could be improved (Table 11). However, the preponderance of these suggestions were not aimed directly at Ms. LeBlanc per say, but indicated that her performance might be improved if she had additional staff support. One individual also suggested enhanced communication, while another suggested increasing the number of meetings. Further, several respondents simply offered positive feedback on Ms. LeBlanc’s performance, as highlighted by the following quotes:

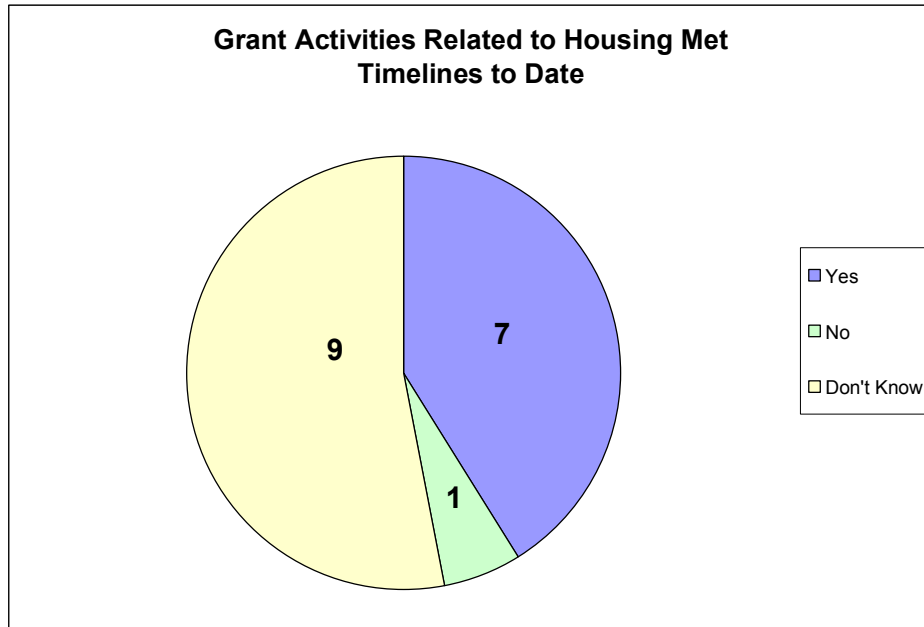
“She was visible and knowledgeable. She brought information to our coalition which would not have been there.”

“She has been effective in moving this vision forward where there has been limited success in the past.”

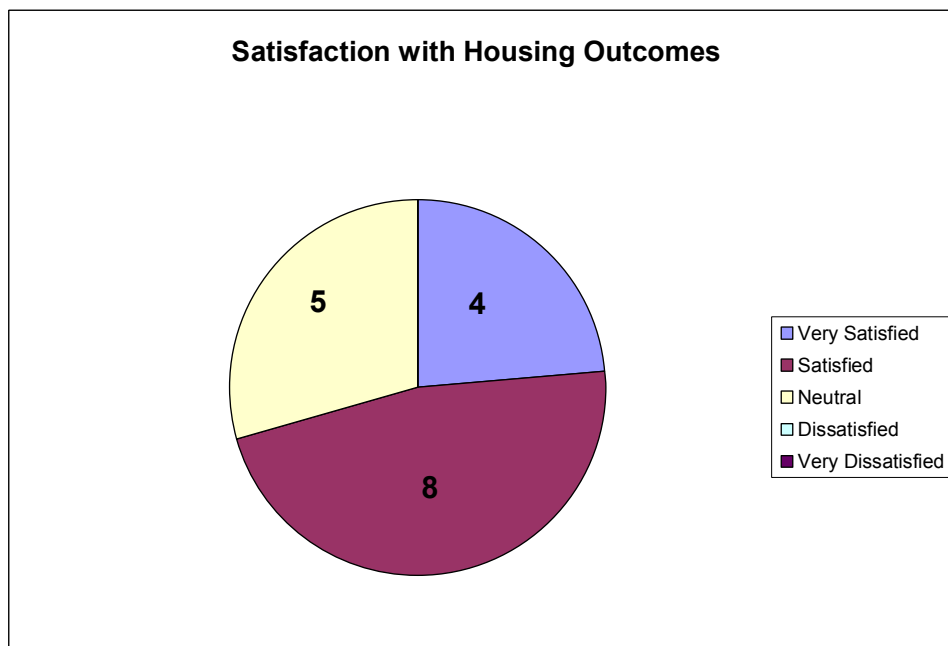
**Table 11: Suggested Improvements to the Performance of Tammy LeBlanc**

She is doing well and she may need more support. More time to meet with us.
Somehow get a variety and more community leaders and agencies involved. Also have attainable and set goal to work toward.
Tammy is doing remarkable work. She could probably accomplish even more with additional staff.
I'm not sure it is on Tammy but more involvement is needed by some local CHAN members. However, I missed the last meeting so I don't know what occurred.
Enhance communication
If she had more assistance to do all of the task needed she and the others could work more intensely on each component. There is so much work that needs to be accomplished in the affordable, accessible housing arena.

**Grant Timelines.** Most respondents (9 individuals) did not know whether grant activities related to housing had met timelines to date. Seven respondents said that timelines were being met, and one said they were not being met. No respondents provided reasons for the failure to meet timelines.



**Satisfaction with Outcomes.** Respondents highly rated their satisfaction with the outcomes to date of the housing workgroups. Of 17 respondents, 12 were very satisfied or satisfied. Five were neutral. Five were neutral.



## D. Overall Grant Activities

***Likelihood of Achieving Remaining Goals.*** All respondents were asked to evaluate the likelihood that the grant will achieve its remaining unmet goals by the end of the grant period. Table 12 shows the responses for each of the three grant goal areas. Twelve of 36 respondents who were able to judge the likelihood of achievement reported that it was extremely or very likely that the grant would achieve its remaining unmet housing goals. Over half of those able to judge the likelihood of achievement reported that it was extremely or very likely that the grant would achieve its unmet quality management goals. And, of 41 respondents, 17 reported that it was extremely or very likely that the grant would achieve its remaining information technology goals.

**Table 12: Likelihood of Achieving Remaining Unmet Goals**

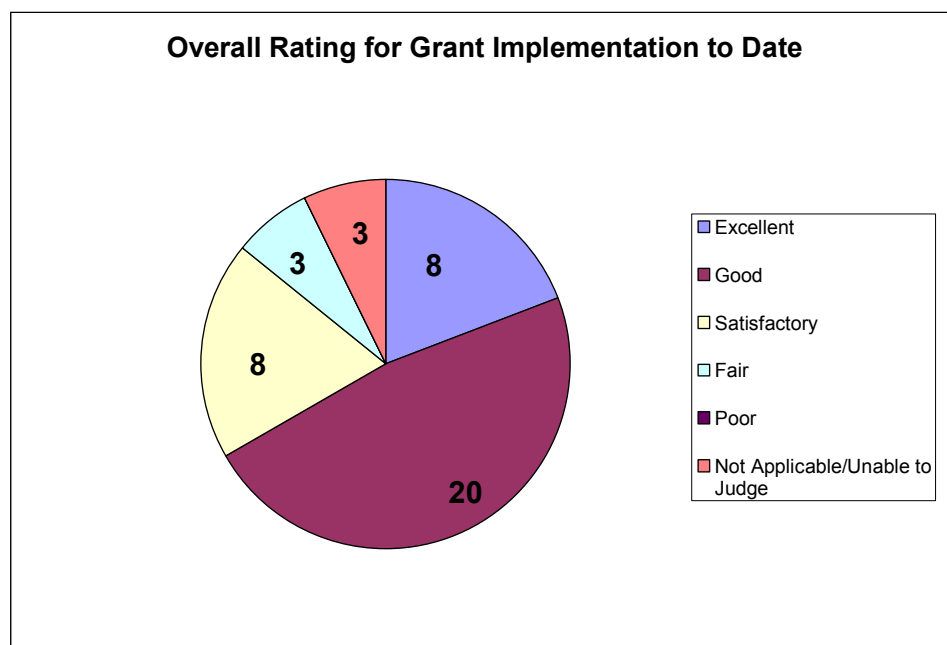
	<b>Enhancement of long-term supports coordinated with affordable and accessible HOUSING</b>	<b>Development of a comprehensive QUALITY MANAGEMENT program</b>	<b>Transformation of INFORMATION TECHNOLOGY (IT) to support long term care systems change</b>
Extremely Likely	2	6	3
Very Likely	10	15	14
Moderately Likely	17	11	13
Slightly Likely	3	3	2
Unlikely	2	2	3
Not Applicable/Unable to Judge	6	5	6
<b>Total</b>	<b>40</b>	<b>42</b>	<b>41</b>

Table 13 presents respondent suggestions as to how to improve the chances for meeting the goals of the grant. Responses included increased time for working on grant activities, increased staff to complete grant activities, and increased financial support. In addition, a few individuals remarked that they did not know what the grant deadline was.

**Table 13: Suggestions for Achieving Remaining Unmet Goals**

Larger periods of time to work on process rather than just an hour here and there.
We need more people, like Tammy, committed to helping people, not just in the business to make profit and turn a buck. Tammy should be allowed to devise methods and be given resources to help non-profits and/or smaller companies.
The critical Housing shortage in this state will take eons to overcome and tremendous funding; more attention by the political arena with adequate funding will be needed. The IT aspect will entail untying a Gordian knot; not an easy or simple task.
A timeline has been set and a schedule of meetings has been developed with the target of meeting the goals of the grant.
A comprehensive housing plan for DHH and all other agencies and housing groups.
More financial support from the state and the federal government.
Change is often incremental. My responses reflect the challenges of competing priorities in the legislature. I am very pleased with the work of DHH and stakeholders.
I'm unsure of when the grant ends. Depending upon when that is,; there may be nothing that could be done if it is a short period. If it is 6 months or more, then perhaps more meetings to complete remaining tasks.
More State staff to get the job done.
I do not know what the grant deadline is
Improve communication-the meetings are space so you need a refresher by the time the next meeting is held
Comment remains inclusion of mental health transformation in this grant
More time
We need more access to programmers to develop the data systems we need.
Give it higher priority. Give more authority to take action and make decisions.

**Overall Rating of Grant Implementation.** Overall, most respondents (28 responses) rated the grant implementation to date as excellent or good. Eight indicated it was satisfactory, and three reported it fair.



***Satisfaction with Performance of Grant Staff.*** All respondents were asked to evaluate the performance of the three grant staff, and Table 14 presents the responses. Overall, ratings of staff performance were very high, with the vast majority of respondents indicating they were very satisfied or satisfied with grant staff. Several respondents provided suggestions as to how the performance of the grant staff could be improved (Table 15). Two respondents indicated that more updates would be helpful. Another two suggested increased support provided to companies and agencies affiliated to the grant. And, one individual suggested increasing the grant meetings.

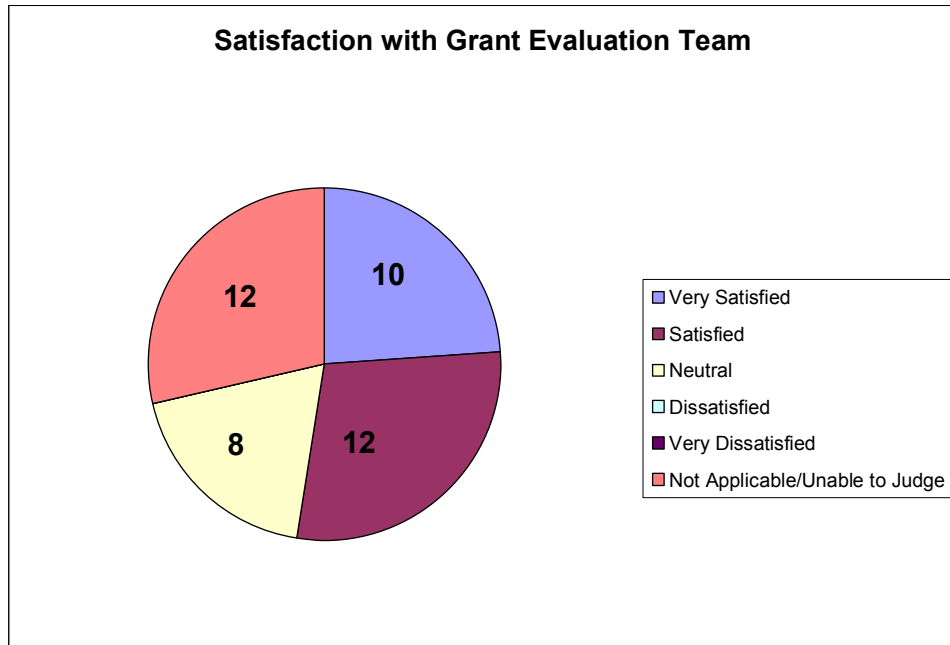
**Table 14: Satisfaction with Performance of Grant Staff**

	<b>Robin Wagner</b>	<b>Donna Thompson</b>	<b>Tammy LeBlanc</b>
Very Satisfied	24	23	22
Satisfied	11	7	12
Neutral	1	3	1
Dissatisfied	0	0	0
Very Dissatisfied	0	0	0
Not Applicable/Unable to Judge	7	10	8
<b>Total</b>	<b>43</b>	<b>43</b>	<b>43</b>

**Table 15: Suggestions for Improving the Performance of Grant Staff**

Grant staff should spend more time helping smaller companies - "re-think" what they do - help them get into the housing business.
More time to meet/share ideas and seek solutions to problems.
Provide more support from the agencies involved in the objectives.
Providing update
More updates on progress and/or information posted on the website.

***Satisfaction with Performance of Grant Evaluation Team.*** All respondents were asked to evaluate the performance of the grant evaluation team. Most reported that they were very satisfied or satisfied with the grant evaluation team. Eight reported that they were neutral, and 12 were unable to judge the grant evaluation team.



Respondents were invited to suggest ways that the grant evaluation team could improve its performance. One individual suggested that the grant evaluation team better communicate the results of evaluation surveys with the respondents. Two additional comments referred to improvements in the way the evaluation team measures success of the Housing initiative. One suggested using a "change-score" to give an estimation of increased units filled with renters. Another suggested that the evaluation team attend several of the CHAN meetings.

Furthermore, respondents were asked to suggest questions that the evaluation team was not asking but should be seeking answers to. The following three suggestions were given: (1) How many people have moved/gotten housing as a direct result of grant activities?; (2) Is there more need for grants in the (TARGET NAME) area?; and (3) Why are people not participating more in this program?

**Advice to Others Working on Systems Change.** Additionally, respondents were given the opportunity to express their advice to others working on systems change. Their responses are located in Table 16. Common themes included staying focused on an attainable long-term goal, broad and steady participation, and good communication.

**Table 16: Advice to Others Working on Systems Change**

Continue keeping this subject at the forefront
Keep the faith and invite the Governor to attend or send a representative
America has a lot of large corporations who are doing well and need tax credits ... but there are also a lot of small businesses, non-profits, LLCs. people struggling and wishing they had opportunities to just get in the game, get a piece on the board,; roll the dice -- to buy, develop, and manage properties etc. But it's seems to be set up for the bankers, real estate tycoons, and moguls; etc. Maybe that's why they call the game monopoly!
Keep focused on the long range goal and do not get too bogged down in minutiae. Don't try to solve every problem at once.
Listen and participate more. Be positive and bring a can do attitude to the process.
Develop hard targets and mobilize participants to attend meetings and work toward task completion.
Get involved, work hard and contribute.
Try to get leaders in the community together so that there can be sharing of needs and resources, do not rely on one agency.
Communication and partnership within the community is key. Continue to press for federal housing rent subsidies.
Have a good idea of what people and resources are in the area before deciding "attainable" goals
More housing industry affiliations such as National Council of State Housing Agencies (NCSHA).
Relationship and education of elected officials on the importance of the work to create sustainable, quality driven systems of care.
Understand it is a lengthy process and will take time before real change is recognized.
Have patience.
Things move at such a slow pace - I would suggest they try to speed things up; keep people informed of progress - it would be so long in between meetings that people would forget
More grass-root movement(consumers)
Possibly schedule a 3-day workshop to maintain continuity of thought and work toward a conclusion.

### **III. Limitations and Conclusions**

Given the relatively low response rate, particularly among the membership of the Housing Workgroups, caution should be taken when trying to draw conclusions from the data collected during this formative evaluation. Further, caution is advised if using this data to make modifications to the implementation process.

Nevertheless, some common themes emerged within the data.

- In general, housing respondents perceive fewer achievements on housing objectives than quality management respondents perceive on QM objectives.
- Respondents across the workgroups cited communication deficits. Further, a large proportion of respondents are unaware of grant timelines. Respondent recommendations to improve communication include increased emails, newsletters, and meetings.
- Satisfaction with contractors, grant staff, and the evaluation team is high among respondents.
- Overall satisfaction with the grant process to date is high among respondents.

## Appendix 1

# Implementation Process Evaluation

This survey is being conducted as part of the evaluation of the Real Choice Systems Transformation Grant that Louisiana received from the Centers for Medicare and Medicaid Services. The purpose of this survey is to assess the implementation process itself, and the information gathered will be used to determine whether and how the implementation process could be improved. This survey will be repeated several times over the years of the implementation of the grant.

Your responses will be kept confidential and individual comments that are cited in any reports will be kept anonymous.

### 1) In what workgroup(s) do you participate? (Please check all that apply.)

- ☐ Workgroup(s) related to the QUALITY MANAGEMENT Goal of the Systems Transformation Grant
- ☐ Workgroup(s) related to the HOUSING Goal of the Systems Transformation Grant
- ☐ Workgroup(s) related to the INFORMATION TECHNOLOGY Goal of the System Transformation Grant
- ☐ CONSUMER INCLUSION Workgroup (Strategic Planning Phase)
- ☐ Other (please specify)

If you selected other, please specify

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### 2) We are interested in your experiences with the workgroups in which you have participated. So that we ask you the appropriate questions, please indicate which of the following QM subgroups you have participated in. (Choose All That Apply)

- ☐ QM Leadership Workgroup
- ☐ DHH QM Interagency Team
- ☐ OAAS QM Steering Group
- ☐ Health Indicators Workgroup
- ☐ Waitlist Indicators Workgroup
- ☐ Support Coordination Monitoring Workgroup
- ☐ Licensing Workgroup
- ☐ Other (please specify)

If you selected other, please specify

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### 3) Please indicate the extent to which you agree with the following statement. A sufficient number of meetings of the QM Leadership workgroup are being held to implement the activities listed in the strategic plan.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree

☐ Strongly Disagree

**4) Please indicate your perceptions about your work with the QM Leadership Workgroup.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5) Is there any way that QM Leadership Workgroup processes might be improved?**

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**6) Please indicate the extent to which you agree with the following statement.  
A sufficient number of meetings of the DHH QM Interagency Team are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

**7) Please indicate your perceptions about your work with the DHH QM Interagency Team.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8) Is there any way that DHH QM Interagency Team processes might be improved?**

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**9) Please indicate the extent to which you agree with the following statement.  
A sufficient number of meetings of the OAAS QM Steering Group are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

**10) Please indicate your perceptions about your work with the OAAS QM Steering Group.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**11) Is there any way that OAAS QM Steering Group processes might be improved?**

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**12) Please indicate the extent to which you agree with the following statement.  
A sufficient number of meetings of the Health Indicators Workgroup are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

**13) Please indicate your perceptions about your work with the Health Indicators Workgroup.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14) Is there any way that Health Indicators Workgroup processes might be improved?**

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**15) Please indicate the extent to which you agree with the following statement.  
A sufficient number of meetings of the Waitlist Indicators Workgroup are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

**16) Please indicate your perceptions about your work with the Waitlist Indicators Workgroup.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**17) Is there any way that Waitlist Indicators Workgroup processes might be improved?**

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**18) Please indicate the extent to which you agree with the following statement.  
A sufficient number of meetings of the Support Coordination Monitoring Workgroup are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

**19) Please indicate your perceptions about your work with the Support Coordination Monitoring Workgroup.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**20) Is there any way that Support Coordination Monitoring Workgroup processes**

might be improved?

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**21) Please indicate the extent to which you agree with the following statement. A sufficient number of meetings of the Licensing Workgroup are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

**22) Please indicate your perceptions about your work with the Licensing Workgroup.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**23) Is there any way that Licensing Workgroup processes might be improved?**

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**24) Please rate the effectiveness to date of grant activities to achieve the following objectives:**

	Very high effectiveness	High effectiveness	Moderate effectiveness	Low effectiveness	Non-effective
"Develop and implement a comprehensive quality management strategy, consistent with the state's transformation of its long-term support system."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Develop and routinely disseminate quality management reports to key entities and other stakeholders, including but not limited to state and local agencies, participants, families, and other interested parties, and	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

the public."					
"Use integrated systems to monitor the quality of services rendered."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**25) Is the grant pursuing the right strategies to achieve the QM objectives?**

- ☐ Yes
- ☐ No

**26) How should the strategies be changed?**

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**27) What do you see as the major barriers or impediments to achieving the following grant objective: "Develop and implement a comprehensive quality management strategy, consistent with the state's transformation of its long-term support system."**

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**28) What do you see as the major barriers or impediments to achieving the following grant objective: "Develop and routinely disseminate quality management reports to key entities and other stakeholders, including but not limited to state and local agencies, participants, families, and other interested parties, and the public."**

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**29) What do you see as the major barriers or impediments to achieving the following grant objective: "Use integrated systems to monitor the quality of services rendered."**

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**30) To what extent are you satisfied with the performance of the QM Consultants (June Rowe and Val Bradley of Human Services Research Institute [HSRI] and Julie Fralich and Maureen Booth of Muskie School, University of Southern Maine) in helping the QM Workgroups achieve their objectives?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral

- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable/Unable to Judge

**31) How could the performance of the QM Consultants (June Rowe and Val Bradley of Human Services Research Institute [HSRI] and Julie Fralich and Maureen Booth of Muskie School, University of Southern Maine) be improved?**

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**32) Should the QM Consultants be brought in more often, less often, or are they used the right amount?**

- ☐ Use them More Often
- ☐ Use them Less Often
- ☐ No Change -- We're using them the right amount

**33) To what extent are you satisfied with the performance of the QM data analysis contractor, Mandi Jones, in helping the QM Workgroups achieve their objectives?**

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/Unable to Judge

**34) To your knowledge, have the grant activities related to QM met timelines to date?**

- ☐ Yes
- ☐ No
- ☐ Don't Know

**35) Why have timelines not been met?**

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**36) To what extent are you satisfied with the outcomes of the QM Workgroups thus far?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

**37) We are interested in your experiences with the workgroups in which you have participated. So that we ask you the appropriate questions, please indicate which of**

**the following Housing workgroups you have participated in. (Choose All That Apply)**

- ☐ LAHousingSearch Advisory Group
- ☐ Adult Residential Care (ARC) Group
- ☐ Community Housing Advocacy Networks (CHANs)
- ☐ Overall Housing Advisory Group (originally known as DHH Housing Task Force)

**38) Please indicate the extent to which you agree with the following statement. A sufficient number of meetings of the LAHousingSearch Advisory workgroup are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

**39) Please indicate your perceptions about your work with the LAHousingSearch Advisory Workgroup.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**40) To what extent are you satisfied with the performance of Social Serve (the contractor providing LAHousingSearch.org) in helping the Housing Workgroups achieve their objectives?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable/Unable to Judge

**41) How could the performance of Social Serve be improved?**

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**42) Is there any way that LAHousingSearch Advisory Workgroup processes might be improved?**

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**43) Please indicate the extent to which you agree with the following statement. A sufficient number of meetings of the Adult Residential Care (ARC) workgroup are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

**44) Please indicate your perceptions about your work with the Adult Residential Care (ARC) Workgroup.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**45) To what extent are you satisfied with the performance of the NCB Capital Impact (the Adult Residential Care consultant) in helping the Housing Workgroups achieve their objectives?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable/Unable to Judge

**46) How could the performance of NCB Capital Impact be improved?**

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**47) To what extent are you satisfied with the performance of Allison Vuljoin in helping the Adult Residential Care Workgroup achieve its objectives?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/Unable to judge

**48) How could Allison Vuljoin's performance related to achieving the objectives of the Adult Residential Care Workgroup be improved?**

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**49) Is there any way that Adult Residential Care (ARC) Workgroup processes might be improved?**

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**50) Please indicate the extent to which you agree with the following statement. A sufficient number of meetings of the Community Housing Advocacy Network (CHAN) workgroup are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

**51) Please indicate your perceptions about your work with the Community Housing Advocacy Network (CHAN) Workgroup.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**52) Is there any way that Community Housing Advocacy Network (CHAN) Workgroup processes might be improved?**

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**53) Please indicate the extent to which you agree with the following statement. A sufficient number of meetings of the Overall Housing Advisory Group (originally known as DHH Housing Task Force) are being held to implement the activities listed in the strategic plan.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree

☐ Strongly Disagree

**54) Please indicate your perceptions about your work with the Overall Housing Advisory Group.**

	Always	Often	Sometimes	Rarely	Never
My viewpoint is heard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am viewed as a valued member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the group's progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The group has been effective in achieving its goals to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**55) Is there any way that Overall Housing Advisory Group processes might be improved?**

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**56) Please rate the effectiveness to date of grant activities to achieve the following Housing objectives.**

	Very High Effectiveness	High Effectiveness	Moderate Effectiveness	Low Effectiveness	Non-Effective
"Improve the coordination of long-term supports with affordable housing."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Increase the capacity of affordable and accessible housing."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Increase access to affordable housing with long-term supports."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**57) Is the grant pursuing the right strategies to achieve the Housing objectives?**

- ☐ Yes  
☐ No

**58) How should the strategies be changed?**

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**59) What do you see as the major barriers or impediments to achieving the following grant objective: "Improve the coordination of long-term supports with affordable housing."**

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**60) What do you see as the major barriers or impediments to achieving the following grant objective: "Increase the capacity of affordable and accessible housing."**

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**61) What do you see as the major barriers or impediments to achieving the following grant objective: "Increase access to affordable housing with long-term supports."**

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**62) To what extent are you satisfied with the performance of Tammy LeBlanc in helping the Housing Workgroups achieve their objectives?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/Unable to judge

**63) How could Tammy LeBlanc's performance related to achieving the Housing objectives be improved?**

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**64) To your knowledge, have the grant activities related to Housing met timelines to date?**

- ☐ Yes
- ☐ No
- ☐ Don't Know

**65) Why have timelines not been met?**

**66) To what extent are you satisfied with the outcomes of the Housing Workgroups thus far?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

**67)**

**The goals of the grant are to transform the long-term care system in Louisiana by (1) enhancement of long-term supports coordinated with affordable and accessible housing, (2) development of a comprehensive quality management program, and (3) transformation of information technology (IT) to support long term care systems change.**

**How likely is it that the Louisiana Real Choice Systems Transformation Grant will achieve its remaining unmet goals by the end of the grant period?**

	Extremely Likely	Very Likely	Moderately Likely	Slightly Likely	Unlikely	Not applicable/Unable to judge
Enhancement of long-term supports coordinated with affordable and accessible HOUSING	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development of a comprehensive QUALITY MANAGEMENT program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transformation of INFORMATION TECHNOLOGY (IT) to support long term care systems change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**68) Please comment on what could be done to improve the chances for meeting the goals of the grant.**

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**69) Please indicate your overall rating for the Grant Implementation thus far.**

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Fair

- ☐ Poor
- ☐ Not applicable/Unable to judge

**70) To what extent are you satisfied with the performance of the grant staff?**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not applicable/Unable to judge
Robin Wagner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Donna Thompson	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tammy LeBlanc	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**71) How could the grant staff performance be improved?**

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**72) To what extent are you satisfied with the performance of the grant evaluation team (Tulane University, Dr. Julia Hughes, Bridget Lavin, and colleagues)?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/Unable to judge

**73) How could the performance of the grant evaluation team be improved?**

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**74) What is your advice to others involved with systems change moving forward?**

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**75) Is there anything that the grant evaluation team should be asking about that they have not asked?**

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Thank you for taking the time to complete this survey.  
-- The Tulane Evaluation Team